

QUARTZ GLOW INSTANT INFRA-RED HEATERS APOLLO AND SORRENTO



INSTALLATION AND OPERATING MANUAL



Please read this document carefully before commencing installation, commissioning and/or servicing.
Leave it with the end user/site agent to be placed in their premises technical file after installation.

WARNING

Nortek Global HVAC (UK) Limited equipment must be installed and maintained in accordance with the current requirements of the Codes of Practice and rules in force. All external wiring MUST comply with the current Codes of Practice or rules in force in the country of installation.

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.
All work must be carried out by appropriately qualified persons.

The manufacturer does not take any responsibility in the event of non-observance of the regulations concerning the connection of the apparatus causing a dangerous operation possibly resulting in damage to the apparatus and/or environment in which the unit is installed.

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General

Model range

The Quartz Glow range of indoor heaters produce radiant heat like the sun, warming people and objects and not the air in between, giving the only form of heat that will not blow away. It is designed to blend into environments old and new, providing a cost effective, pollution free heater. There are two models available:-

QH (QHL) - Apollo range of indoor heaters, with outputs from 1.5kW to 9.0kW. Vertical and horizontal adjustment.

SOR (DL/TW) - Sorrento range of outdoor weatherproof (IP65 rated) heaters, with outputs from 1.5kW to 4.5kW. Available in a single, double or triple option.

The heaters are CE certified for use in non domestic installations.

The electrical supply requirement is shown on the heater rating plate. Check the rating plate to determine if the heater is appropriate for the intended installation.

This installation manual is shipped with the heater. Verify that the literature is correct for the model being installed. If the manual is incorrect for the heater, contact the supplier before beginning installation. The instructions in this manual apply only to the models listed.

Installation should be carried out by a suitably qualified installer in accordance with these instructions and the current rules and regulations in force. The installer is responsible for the safe installation of the heater.

Using this manual

The symbols for 'Caution' and 'Warning' are used to highlight certain points throughout this manual.



Caution is used when failure to follow or implement the instruction(s) can lead to premature failure or damage to the heater or its component parts.



Warning is used when failure to heed or implement the instruction(s) can lead to not only component damage, but also to a hazardous situation being created where there is a risk of personal injury.

Important notice to installers

Before installation, carefully read these instructions and follow the processes explained by the manufacturer. These instructions are only valid for appliances designed to operate in the UK.

Installing, commissioning, testing, programming and maintenance of these products must only be carried out by suitably qualified and trained technicians and in full compliance with all applicable regulations and current best practices.

Check if the appliance as described on the packaging label is in accordance with the correct type and model as specified on the data plate and complies with your customer order.

The appliance must be powered with a voltage corresponding to the value shown on the rating plate.

These units must be installed in accordance with the rules in force and local regulations / legislation as appropriate plus all local building codes. Installers should satisfy themselves that the electrical installation is carried out in accordance with all current legislation, Codes of Practice and recommendations.

Any reference made to Laws, Standards, Directives, Codes of Practice or other recommendations governing the application and installation of heating appliances and which may be referred to in Brochures, Specifications, Quotations, and Installation, Operation and Maintenance manuals is done so for information and guidance purposes only and should only be considered valid at the time of the publication.

The manufacturer cannot be held responsible from any matters arising from the revision to or introduction of new Laws, Standards, Directives, Codes of Practice or other recommendations.



Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Read the installation, operation, and maintenance instructions thoroughly before installing or servicing this equipment.

Health and safety

Ensure that anchoring points are suitable for the weight and loading of the product and if required, add suitable reinforcement to the anchoring points area.

Due consideration should be taken for workplace safety, risk assessments and waste disposal.

Any modification of the product may be hazardous and the manufacturer is not liable for any damage or injury caused by improper use.

When the appliance, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

Do not use this appliance if any part has been immersed in water. Immediately call a qualified service technician to inspect the appliance and replace any component that has been immersed in water.

This appliance is not intended for use by persons (including children) with reduced sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

This manual should be kept in a safe place for future reference.



Some parts of the appliance can become very hot and cause burns. Particular attention must be given when children and vulnerable adults are present.



Do not store or use petrol or other flammable vapours and liquids in the vicinity of the appliance.

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.

Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.

Disconnect the heater from the electrical supply during installation, cleaning or replacing the element.

Always ensure the lamp(s) are cool before carrying out any work on the appliance.

Installation, assembly, commissioning, service and maintenance procedures must be carried out only by suitably competent qualified persons.

Unauthorised modifications to the appliance, or departure from the manufacturer's guidance on intended use, or installation contrary to the manufacturer's recommendations may constitute a hazard.

Use only factory authorised parts and spares when replacement is required.

The appliance should only be installed in conjunction with a suitable energy saving controller. Please contact Reznor for a controller for this application.

The Apollo range is designed for indoor use only. Do not install outdoors or use the heater in a damp area, for example a bathroom, laundry areas and similar locations or near to a swimming pool. Never locate the heater where it may fall into a bathtub or other water container.

Do not cover or obstruct the appliance when in use and do not insert any object into it.

For your own safety we recommend the use of safety boots and leather faced gloves when handling the appliance or lamps. The use of protective eye wear is also recommended.

Keep combustible materials such as furniture, papers, clothes and curtains at least 1.8m (6 feet) from the front of the heater and away from the sides and rear.

Technical data

	Model	Tubes	Voltage	Lamps x power	Total Power	Current per lamp	Current per phase
			V ph	kW	kW	A	A
Apollo	QH 15-1	Single	230V 1Ph	1 x 1.5	1.5	6.5	6.5
	QH 30-1	Double	230V 1Ph	2 x 1.5	3.0	6.5	13.0
	QH 45-1	Triple	230V 1Ph	3 x 1.5	4.5	6.5	19.6
	QH 45-3	Triple	400V 3Ph	3 x 1.5	4.5	6.5	6.5
	QHL 30-1	Double linear	230V 1Ph	2 x 1.5	3.0	6.5	13.0
	QHL 45-1	Triple linear	230V 1Ph	3 x 1.5	4.5	6.5	19.6
	QHL 45-3	Triple linear	400V 3Ph	3 x 1.5	4.5	6.5	6.5
	QHL 90-3	Triple double	400V 3Ph	6 x 1.5	9.0	6.5	13.0
Sorrento	SOR 15	Single	230V 1Ph	1 x 1.5	1.5	6.5	6.5
	SORDL 30	Double linear	230V 1Ph	2 x 1.5	3.0	6.5	13.0
	SORW 45	Triple linear	230V 1Ph	3 x 1.5	4.5	6.5	19.6

	Model	Min height from floor	Min distance from ceiling	Min distance from sidewall	Dimensions (W x H x D)	Weight	Ingress protection
		m	m	m	mm	kg	IP
Apollo	QH 15-1	2.0	0.30	1.0	420 x 260 x 120	3.1	None
	QH 30-1	2.0	0.50	1.5	420 x 390 x 120	4.1	None
	QH 45-1	2.5	0.50	1.5	420 x 530 x 120	5.7	None
	QH 45-3	2.5	0.50	1.5	420 x 530 x 120	5.7	None
	QHL 30-1	2.5	0.15	1.0	860 x 260 x 120	7.0	None
	QHL 45-1	2.5	0.15	1.5	1280 x 260 x 120	8.2	None
	QHL 45-3	2.5	0.50	1.5	1280 x 260 x 120	8.2	None
	QHL 90-3	4.0	0.50	1.5	860 x 630 x 120	12.8	None
Sorrento	SOR 15	2.0	0.30	1.0	402 x 227 x 323	3.4	65
	SORDL 30	3.0	0.50	1.0	790 x 227 x 323	5.6	65
	SORW 45	3.5	0.50	1.0	1178 x 227 x 323	8.0	65

Note: Use MCB type C. *Star connection with neutral star point to balance load (for the three-phase model)

Installation

General



The electrical installation must be designed and installed in accordance with the latest electrical safety regulations. If in any doubt, please consult a suitably qualified electrician.

The appliance must be earthed.

When hard wiring, a double pole switch with a 3.0mm contact disconnection should be installed. It is strongly recommended that an RCD is used.

Keep the power supply cord away from the body of the heater at all times.

Ensure the power supply cord is located such that it cannot be tripped over or damaged.

The minimum safe distance of 1.8 metres between the heater body and any inflammable sources must be maintained at all times.

Disconnect the heater from the mains supply when installing or adjusting the heater position.

Apollo range

Wall mounting

The heater must be mounted in such a way that the halogen lamp does not slant more than 4° from the horizontal, when viewed from the front.

The heater is suitable for installation only on a normally non-flammable surface. Observe the minimum safe distance between the heater body and inflammable surfaces when mounting.

Do not position the heater near to furniture or curtains as this could present a fire hazard.

Refer to the technical data section for the recommended mounting height for the heater.

Please refer to the technical data section for the recommended installation height of the heater.

Apollo heaters are supplied as a complete unit; no assembly is required.

To mount the heater:-

1. Separate the heater from the mounting bracket by loosening the two nuts at the rear of the heater.
2. Securely fasten the bracket to the mounting surface using the fixing holes in the bracket.
3. Replace the heater on the bracket using the nut and bolt supplied and fix in the required angular position by tightening the fixing bolt on the bracket. See Figs A and B below.

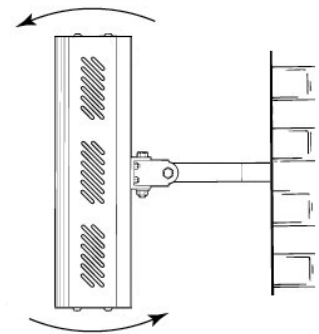


Fig A Plan View

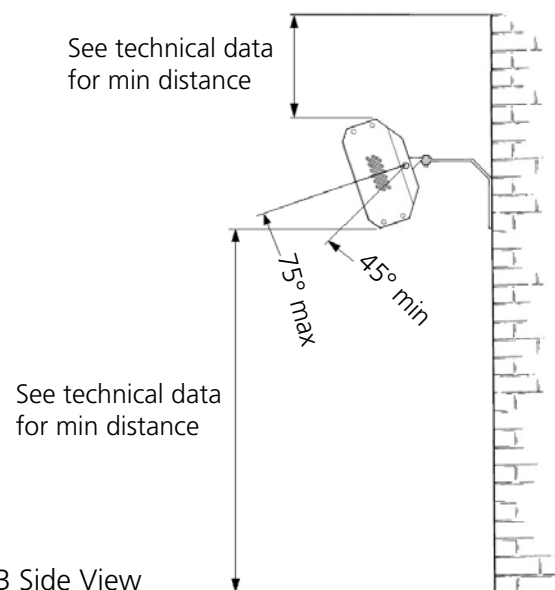


Fig B Side View

Chain hung

The heater is suitable for installation on chains that are appropriately fixed to a structure sufficient to hold the weight of the heater. Observe the minimum safe distance between the heater body and inflammable surfaces when mounting.

Please refer to the technical data section for the recommended positioning of the heater with regards to minimum distances.

Do not install the heater in a corner! If installing near a corner, always ensure the minimum side wall distance is adhered to.

The heater must be mounted in such a way that the halogen lamp does not slant more than 4° from the horizontal, when viewed from the front.

Do not position the heater near to furniture or curtains as this would present a fire hazard.

Always allow the heater to cool before attempting to reposition/move. Never attempt to move the heater while it is switched on!

To mount the heater:-

1. Ensure the chains are of adequate size and securely fixed to support the weight of the heater.
2. Fix the heater assembly to the chains via the holes in the body bracket(s) as shown in Fig. C and Fig. D.
3. Ensure the electrical power supply cord does not rest on the heater.

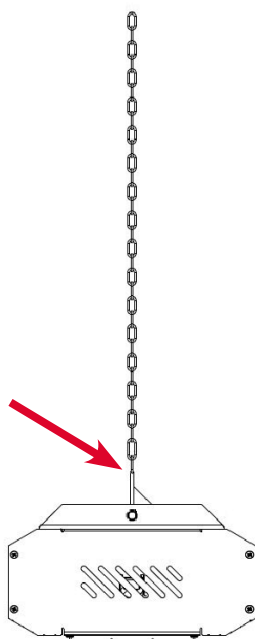


Fig C

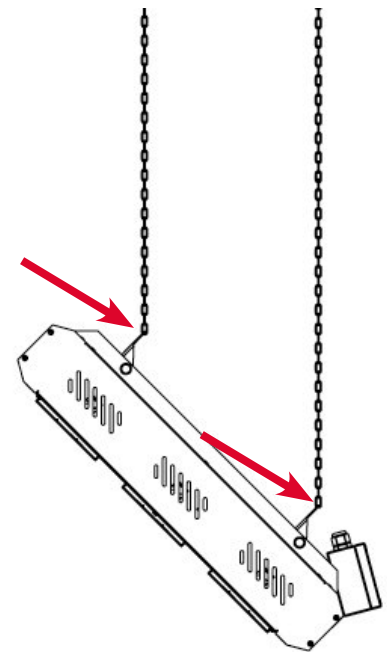


Fig D

Sorrento range

Single units SOR15/DL30/TW45

The Sorrento IP heater can be wall mounted in a horizontal (Fig. E) or angled manner (Fig. G) or hung from a ceiling (Fig. F) from chains (not supplied).

When wall mounting the Sorrento IP heater in a horizontal manner, do not position the heater at an angle more than 50° and less than 30° as shown in Fig. E.

When mounting the Sorrento IP heater in an angled manner, ensure the mounting surface is angled so the heater projects downwards - see Fig. G. Do not position the heater at an angle more than 45° and less than 30° to the horizontal as shown. Position the heater so the cord is exiting the terminal box pointing down.

When ceiling hanging the Sorrento IP heater, ensure the minimum distance from the ceiling is adhered to as shown in Fig. F.

Always allow the heater to cool before attempting to reposition/move. Never attempt to move the heater while it is switched on!

Observe the minimum safe distance between the heater body and inflammable surfaces and objects when mounting.

Please refer to the technical data section for the recommended positioning of the heater with regards to minimum distances. Do not install the heater in a corner!

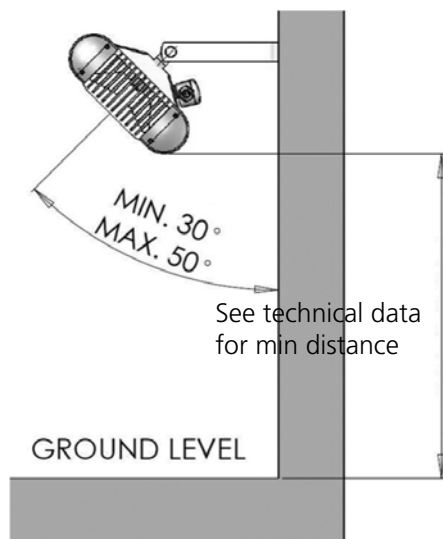


Fig E

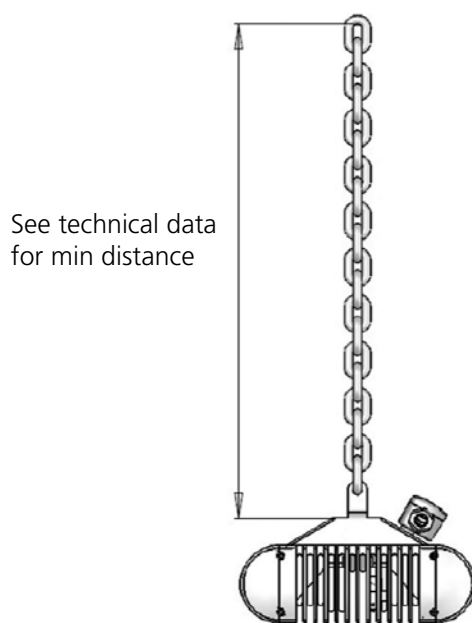


Fig F

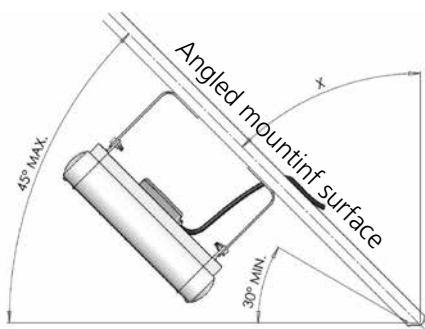


Fig G

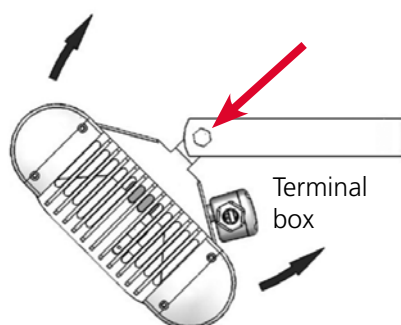


Fig H

To mount the heater:-

1. When wall mounting, securely fasten the L-shaped wall brackets to the mounting surface using both of the fixing holes in the short part of the bracket (see Fig. E for mounting hole centres). Refer to the technical data section for recommended positioning of the heater. Please note that wall fixings are not supplied. They should be selected to substantially support the weight of the installation. If in doubt contact a professional for advice! When hanging from a ceiling two equal length and gauge chains are required and should be selected with fixings that are more than adequate to hold the weight of the heater. Again, if in doubt contact a professional for advice!
2. The heater should be mounted with the terminal box at the bottom of the heater when being wall mounted.
3. When wall mounting, fix in the required angular position by tightening the fixing bolts on the brackets at the rear of the heater as shown in Fig. D. The heater should face directly down when hanging. Ensure that the serrated washer is placed between the surface of the wall bracket and the bracket on the heater.
4. Secure the supply cable so it is not resting on the body or obstructing the air-vents.

Twin units SOR15/DL30/TW45

Two Sorrento heaters can be joined together and can be hung from a ceiling from chains (not supplied). In addition, the SOR15 can be wall mounted horizontally or vertically. **DO NOT WALL MOUNT THE SORDL30 OR SORTW45 UNITS!**

When wall mounting two SOR15 heaters horizontally, do not position the heater at an angle more than 45° and less than 10° as shown in Fig K overleaf.

When hanging from a ceiling two chains of equal length and gauge are required and should be selected with fixings that are more than adequate to hold the weight of the heater. Ensure the minimum distance from the ceiling is adhered to as shown below. If in doubt contact a professional for advice!

To join two heaters together using an optional joining kit:-

1. Take the first heater and place it face down on a flat surface.
2. Take the second heater and place it face down and positioned parallel to the first heater.
3. Push the M8 bolts (used to hold the wall brackets through the hole in the brackets on the rear heaters and slide a shake-proof washer on all the threads from the protruding side.
4. Slide the joining bars on each bolt and fit a washer and nut – do not fully tighten at this point.
5. Ensure the second heater is still parallel to the first and sitting flat.
6. Slide the joining bars on each protruding bolt of the other heater to connect them together and fit the washers and nuts.
7. Again, ensuring the heaters remain flat, fully tighten all four nuts to secure the joining bars in place.

To chain mount the double heater assembly:-

1. Fix the heater assembly to the chains via the hole in the centre of the joining bar as shown in Fig. I and ensure the heater faces directly down when hanging.
2. Secure the supply cable so it is not resting on the body or obstructing the air-vents.

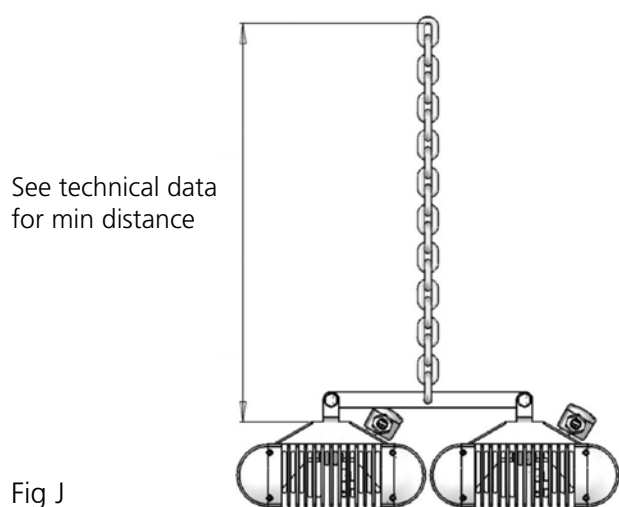


Fig J

To wall mount the double heater assembly (two SOR15's only):-

When wall mounting two Sorrento IP heaters joined together in a horizontal manner, do not position the heater at an angle more than 45° and less than 10° as shown in Fig. K.

When mounting two Sorrento IP heaters joined together in an angled manner, ensure the mounting surface is angled so the heater projects downwards - see Fig. C previously. Do not position the heater at an angle more than 45° and less than 30° to the horizontal as shown. Position the heater so the cords are exiting the terminal box pointing down.

Always allow the heater to cool before attempting to reposition/move.

Never attempt to move the heater while it is switched on!

Observe the minimum safe distance between the heater body and inflammable surfaces and objects when mounting.

Please refer to the technical data section for the recommended positioning of the heater with regards to minimum distances. Do not install the heater in a corner!

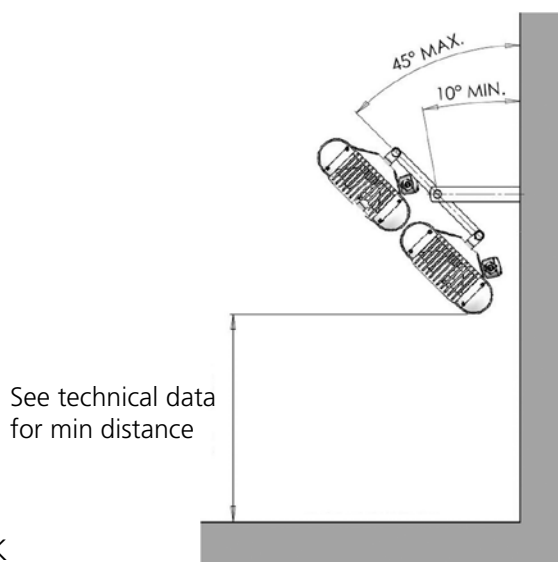


Fig K

To wall mount the assembly:-

1. Securely fasten the L-shaped wall brackets to the mounting surface using both of the fixing holes in the short part of the bracket (see Fig. L for mounting hole centres). Please refer to Table 1 for recommended positioning of the heater. Please note. wall fixings are not supplied. They should be selected to substantially support the weight of the installation. If in doubt contact a

professional for advice!

2. Fix the heater assembly to the brackets via the hole in the centre of the joining bar. The joining bars should slide inside the gap of the two wall brackets.
3. Place a bolt and washer in the hole of the wall bracket and put a serrated washer on the opposite side between the bracket and joining bar. Repeat on opposite side.
4. Fit the heater assembly to the brackets and place a washer and nut on the bolts protruding through the joining bars.
5. Fully tighten the nut and bolts with the heater set at the desired angle (Fig. L).
6. Secure the supply cable so it is not resting on the body or obstructing the air-vents.

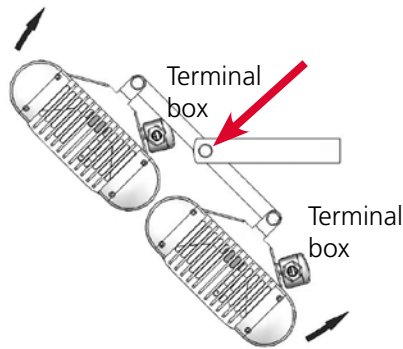


Fig L

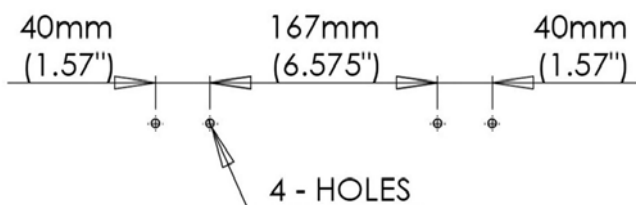


Fig M - Drilling hole template dimensions for wall mounted brackets - 2 heaters

Triple units SOR15/DL30

Three Sorrento heaters can be joined together and can be hung from a ceiling from chains (not supplied). In addition, the SOR15 can be wall mounted horizontally or vertically. **DO NOT WALL MOUNT THE SORDL30 UNIT!**

When wall mounting three SOR15 heaters horizontally, do not position the heater at an angle more than 80° and less than 60° as shown in Fig N on the next page.

When hanging from a ceiling four chains of equal length and gauge are required and should be selected with fixings that are more than adequate to hold the weight of the heater. Ensure minimum distance from ceiling is adhered to as shown below. If in doubt contact a professional for advice!

To join three heaters together using an optional joining kit:-

1. Take the first heater and lie it face down on a flat surface.
2. Take the second and third heaters and position them face down and parallel to the first.
3. Push the M8 bolts (used to hold the wall brackets through the hole in the brackets on the rear heaters and slide a shake-proof washer on all the threads from the protruding side.
4. Slide the long joining bar (not supplied, available separately) on each bolt and fit a washer and nut – do not fully tighten at this point.
5. Position the second heater so it's parallel to the first and sitting flat.
6. Take the third heater and a long joining bar. Push a bolt and washer through the end hole and place a serrated washer on the other side. Push the bolt through the bracket hole on heater. Repeat on opposite side and secure with a washer and nut – do not fully tighten at this point.
7. Position the third heater so it's parallel to the second.
8. Line-up the bars of the first heater with the brackets of the second heater – they should go on the inside faces like heater one.
9. Line-up the bars of the third heater with the brackets of the second heater – these should go on the outside faces like heater three.
10. Push a bolt from the back of the long joining bars through the holes putting a serrated washer on each side of the heater bracket.
11. Fit a washer and nut to both sides and providing the assembly is sitting flat, fully tighten both sides and also the nuts of the first and third heaters to the long joining bars.
12. The heater is now ready for mounting or hanging.

To chain mount the triple heater assembly:-

Please refer to the technical data section for recommended positioning of the heater. When hanging from a ceiling four chains of equal length and gauge are required and should be selected with fixings that are more than adequate to hold the weight of the heater. If in doubt contact a professional for advice!

Fix the heater assembly to the chains via the hole in the centre of the joining bars as shown in Fig. N. and ensure the heater faces directly down when hanging.

Secure the supply cable so it is not resting on the body or obstructing the air-vents.

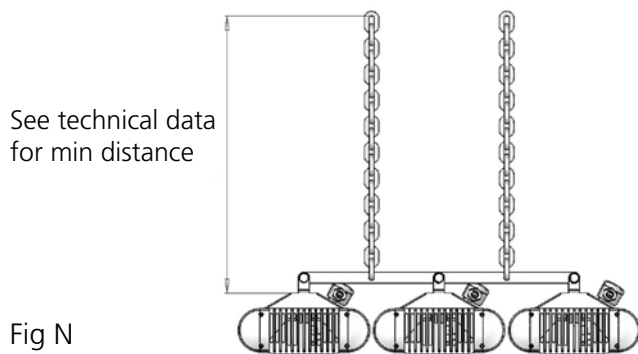


Fig N

To wall mount the triple heater assembly (SOR15 units only):-

1. Securely fasten the L-shaped wall brackets to the mounting surface using both of the fixing holes in the short part of the bracket (see Fig. P for mounting hole centres). Please refer to the technical data section for recommended positioning of the heater. Please note. wall fixings are not supplied. They should be selected to substantially support the weight of the installation. If in doubt contact a professional for advice!
2. The heater assembly should be mounted with the terminal boxes at the bottom of the heaters.
3. Fix the heater assembly to the brackets via the bolt threads on the middle heater. A serrated washer should be placed on the threads first and the wall brackets should prise apart in order to fit the threads in place.
4. Place a washer and a nut on the thread on the outside of the wall brackets – both sides.
5. Fully tighten the nut and bolts with the heater set at the desired angle.

6. Secure the supply cable so it is not resting on the body or obstructing the air-vents.

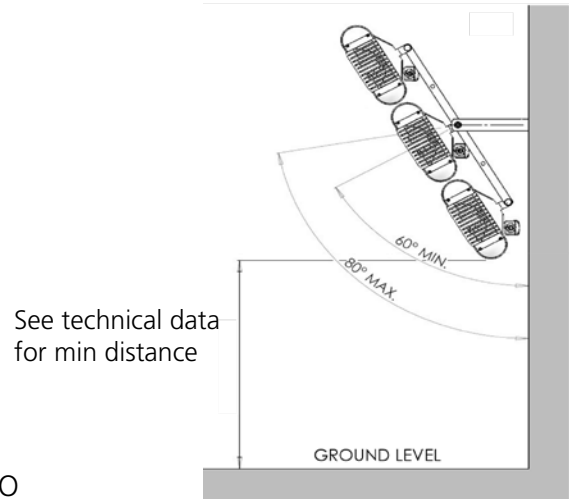


Fig O

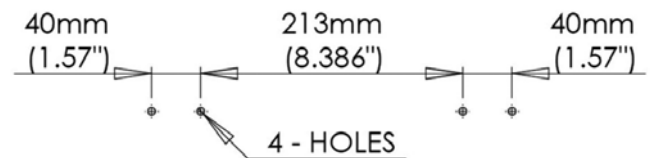


Fig P - Drilling hole template dimensions for wall mounted brackets - 3 heaters

Electrical installation

General

This appliance must be connected to an earthed supply.

All unwired versions should be installed by a suitably qualified electrician, following the instructions herewith.

All installations must be in accordance with the latest I.E.E safety regulations or equivalent. If in any doubt, please consult a suitably qualified electrician.

Heat resisting cable must be used.

We recommend using a RCD where applicable. If self wiring, a large double pole switch with a 3mm contact disconnection should be fitted.

If the supply cord becomes damaged, it must be replaced by the manufacturer, its service agent or a similar qualified person in order to avoid a hazard.

Apollo range

Apollo models QH 15-1 and QH 30-1 are fitted with 2.0 meters of supply cord for hard wiring directly into a control device therefore it is unnecessary to remove the terminal cover plate in order to carry out normal installation of these models. All other Apollo models have a terminal box in which the mains supply cord can be connected from a control device.

A domestic plug/socket is only suitable for the single lamp Apollo series. The wires in the mains lead are coloured in accordance with the following code: Green and yellow: Earth, Blue: Neutral, Brown: Live.

Since the colours of the wires in the mains lead of this appliance may not correspond with the markings identifying the terminals in the plug, proceed as follows:

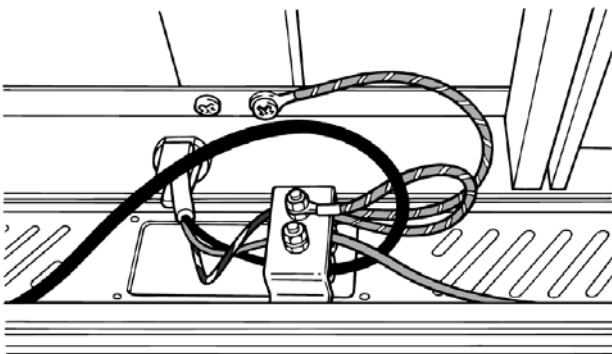
The wire which is coloured green and yellow must be connected to the terminal in the plug which is marked with the letter E, or with the earth symbol, or coloured green, or green and yellow. The wire which is coloured blue must be connected to the terminal marked N or coloured black. The wire which is coloured brown must be connected to the terminal marked L or coloured red.

For industrial installations and two and three lamp units, the units must be supplied via double pole miniature circuit breakers (MCB) with instantaneous coefficients in the range 7 to 10 with a separation of at least 3mm between contacts. Refer to the technical data section for MCB ratings.

To connect the unit:-

1. Remove cover from terminal box mounted at the rear of the heater.
2. Feed the supply cable through the strain relief bush (not supplied) and connect to the terminal block and earth stud (as shown below).

■ BROWN WIRE (LIVE)
■ BLUE WIRE (NEUTRAL)
■ GREEN/YELLOW WIRE (MAINS EARTH)
■ GREEN/YELLOW WIRE (CASE EARTH)



3. Replace box cover.

Sorrento range

Sorrento model SOR15 is fitted with 3.0 metres of supply cable and a moulded plug, therefore it is unnecessary to remove the terminal box in order to carry out normal installation of this model.

All other Sorrento models have a terminal box in which the mains supply cord can be connected from a control device.

When the electrical connection is outside, it is recommended that a waterproof socket is used for the connection/terminal. Otherwise, the plug should be connected to a socket indoors.

To connect the unit:-

Unscrew the terminal box cover at the back of the heater and feed the supply cable through the compression gland ensuring the rubber seal is on the cable.

Use a minimum of 1.0mm² H05RN-F supply cable with 2 poles and earth and sleeve with silicon glass fibre braided (250°C) Sleeving. The live and neutral wires must be connected to the terminal block. See Fig R.

The green/yellow wire should be connected to the clamp marked with the earth symbol using a suitable wire terminal. Fit cord grip and terminal box saddle once wired.

Tighten the barrel nut of the compression gland so that the rubber seal grips the cable (Fig S).

To prevent water ingress, ensure that the cover is secured well by hand tightening all four screws evenly.



Fig R

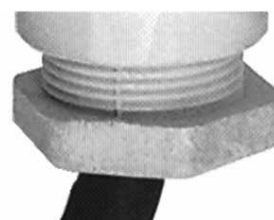


Fig S

Maintenance

In the event of heater failure, or for spare parts or advice, please contact the manufacturer in the first instance.

Disconnect from the mains before commencing any maintenance procedure including cleaning.

To ensure optimum heat effectiveness, it is recommended that the guard is removed and the reflector is wiped with a lint-free cloth should the reflector show considerable signs of dust or dirt.

Remove any finger marks from the lamp with a soft cloth and methylated spirits or alcohol. Finger marks will burn into quartz causing premature lamp failure.

Replacing parts

Replacing the lamp - general



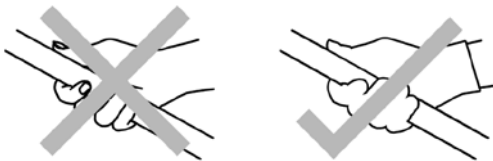
Unplug / switch off the mains power to the heater, including the control device, before any attempts are made to replace a lamp emitter.

It is important that you read through the lamp emitter replacement procedure before commencing.

It is very important that your replacement lamp is exactly the same as the one it was supplied with. Failure to fit the exact same type could cause the heater to fail or even become dangerous especially when used in an outdoor environment.

Please contact Reznor to purchase your replacement lamp and state the model number of the heater you wish to fit the lamp to.

Your new lamp should not be handled with bare hands. Remove finger marks with a soft cloth and methylated spirits or alcohol. Finger marks will burn into quartz causing premature lamp failure.



If you are in any doubt about following the procedure below, please contact us for technical assistance.

The mains power should be disconnected before any attempts are made to replace the lamp. The following should be carried out with compliance to the latest IEE regulations. If you are unfamiliar with installing such fixtures, contact a qualified electrician to carry out.

Apollo range

1. Disconnect the power supply to the heater.
2. Remove guard (where fitted) by flexing one end and releasing from its locating holes on the lamp to be replaced.
3. Remove the three screws from both front side covers (Fig. T) on the 'A, B & C' models and depending on the other models, the middle cover(s) will need to be removed by removing the screws from both sides as shown in Fig. U.



Fig T



Fig U

4. Locate the lamp emitter wire (Fig. V) and hold it by the terminal and pull up to release from tab (Fig. W). Repeat at other end.

Lamp wire end terminal



Fig V

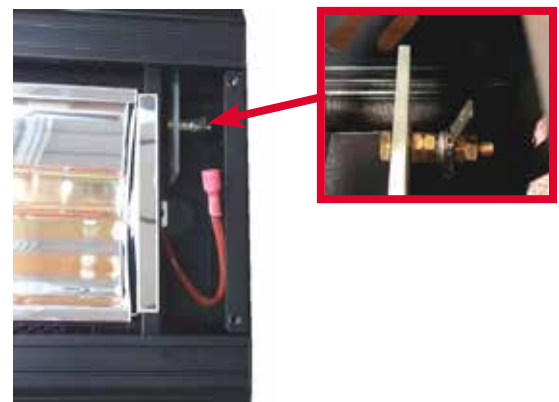


Fig W

5. Remove the lamp emitter holding clips by squeezing the clip together and lifting away as shown in Fig. X.

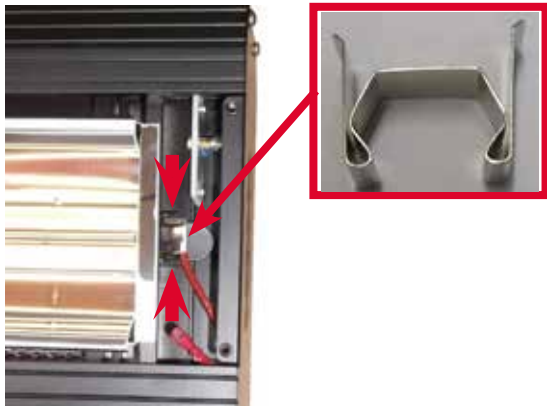


Fig X

6. Slide the lamp emitter out through the extrusion feeding one way first with the wire and then the opposite way to take out and remove. Take care not to scratch the reflector surface.
7. Refit the new lamp emitter. Take care not to mark the reflector or touch the new lamp with the hands (see note above).
8. Replace the lamp emitter holding clips. Make sure they are firmly in place over the white ceramic ends of the lamp emitter and pushed up to the aluminium opening.
9. Refit the lamp emitter wire terminals by fully pushing onto the tabs. Long nose pliers can be used to assist.
10. Replace the front side and or middle covers in reverse order and then refit the wire guard(s) if originally fitted.

Sorrento range

1. Ensure the heater and lamp emitter are cool and the power supply is disconnected by removing the plugs from the socket outlet - all plugs must be removed even if only one emitter is to be replaced or disconnect large pole switch(es).
2. Remove the screws from the terminal box at the back of the lamp emitter to be replaced and lift off the lid see Fig. Y.



Fig Y

3. Disconnect the lamp emitter from the connector block by unscrewing the screws highlighted in Fig. Z and remove the lamp emitter wires from the connector block.
4. At the back of the heater, remove the terminal plate (holding the terminal box) by removing the 2 x fixing screws as shown in Fig. Z.

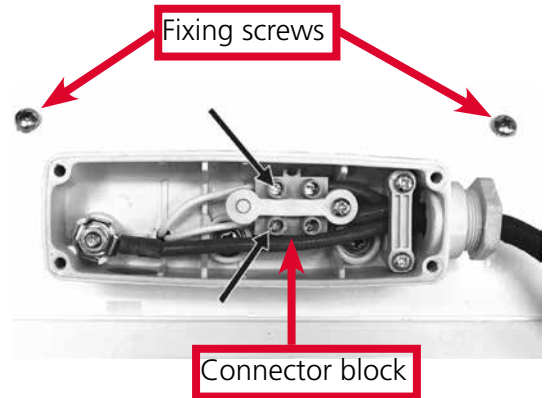


Fig Z

5. Pull the lamp emitter wires one at a time through the gasket on the terminal plate to remove as shown in Fig. Aa

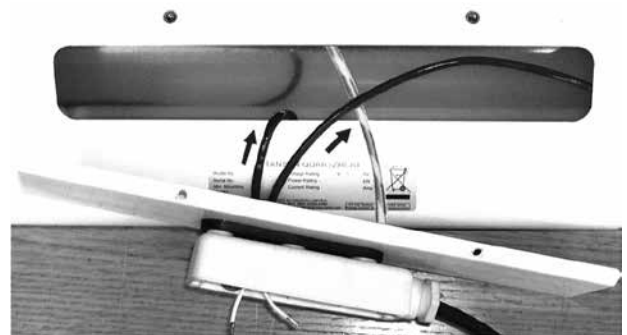


Fig Aa

At the front of the heater, remove the screws from the grille tabs at both sides of the grille as shown in Fig. Bb (taking care to retain the spring washers) then remove the grille by pulling it out from the centre and prizing the prongs away from their locating holes at one end (Fig. Cc) and pull out of opposite end.



Fig Bb



Fig Cc

7. Remove the screw from the side reflector (Fig. Dd) and lift the side reflector up and away from the heater. Repeat at the opposite end to remove other side reflector.



Fig Dd

8. The lamp emitter wires should be pulled out of the side slots (Fig. Ee) and the lamp emitter can be lifted up completely. The wires can then be gently pulled forward so that they come out from behind the reflector.



Fig Ee

9. The lamp emitter can now be removed away from the heater leaving it ready to have the new lamp emitter fitted as shown in Fig. Ff.



Fig Ff

10. Refit the new lamp emitter in reverse order making sure that no wires can get trapped. Replace the side reflectors and their screws before any other parts are fitted to make sure the lamp emitter is held securely.

11. Refit the grille by taking it and inserting the 2 × prongs into the holes in the end of the heater (left side shown below in Fig. Gg) and gently flex the grille to insert the 2 × opposite prongs into the grille holder holes to the other side of the heater and refit the screws into the tabs on the grilles ensuring there is a spring washer under each screw head (Fig. Hh)



Fig Gg



Fig Hh

12. Check the fitment of the grille by moving it to its extreme left and right positions/pushing up and down to ensure it is securely located in its fixing as shown above in Fig. Ii.

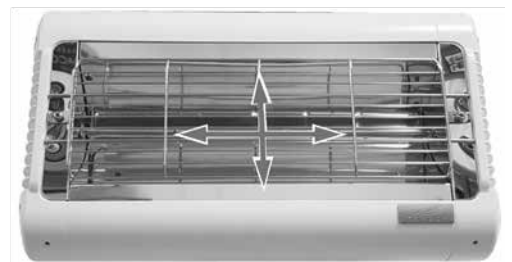


Fig Ii

Information required for Ecodesign (ErP) Regulation 2015/1188

Erp Information Requirements - Tansun Apollo Heaters & Associated Controls											
Model No		QH 15-1	QH 30-1	QH 45-1	QHL 30-1	QHL 45-1	QHL 45-3	QHL 90-3	SOR 15	SORDL 30	SORW 45
Type	Shortwave IR Heater										
Fuel	Electric (non combustion)										
Seasonal Space Efficiency											
Efficiency	η_s	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%
Space Heating Emissions											
Emissions	NOx	0mg/kwh	0mg/kwh	0mg/kwh	0mg/kwh	0mg/kwh	0mg/kwh	0mg/kwh	0mg/kwh	0mg/kwh	0mg/kwh
Heat Output											
Nominal	Pnom	1.5kW	3.0kW	4.5kW	3.0kW	4.5kW	4.5kW	9.0kW	1.5kW	3.0kW	4.5kW
Minimum	Pmin	1.5kW	3.0kW	4.5kW	3.0kW	4.5kW	4.5kW	9.0kW	1.5kW	3.0kW	4.5kW
Radiant Factor											
Nominal	RFnom	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Minimum	RFmin	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Useful Efficiency											
Nominal	$\eta_{th.nom}$	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Minimum	$\eta_{th.min}$	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Auxiliary Electrical Consumption											
Nomimal	elmax	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW
Minimum	elmin	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW
Standby	elsb	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW	0.0kW
Pilot Flame Power Requirement											
Requirement	Ppilot	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Envelope Losses											
Insulation Class	U	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Load Factor	Fenv	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Heat Generated to be Outside Area	Yes / No	No	No	No	No	No	No	No	No	No	No
UK Building Regulations *											
Heat Output Control Type	Yes / No	On / Off	On / Off	On / Off	On / Off	On / Off	On / Off	On / Off	On / Off	On / Off	On / Off
Effective Heat Generator Seasonal Efficiency	Thermal NCV≥86%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Radiant NCV≥55%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Table 1 - Information Requirements for Commercial Local Space Heaters
Commission Regulation (EU) 2015/1188

*Heating efficiency credits for additional measures applicable to radiant heaters (UK Building Regulations only) 90%

Measure	Applies (Yes / No)	Controls	ErP Class	Heating Efficiency Credits (% points)	Comments
Optimum Start	No	Not applicable to infrared heating	Class I	0%	Instant radiant heat – no preheat required
Optimum Stop	No	Not applicable to infrared heating	Class I	0%	No stored system heat to optimise
Time Control (Scheduled)	No	Not standard – optional via external timers	Class I	0%	Core offering is not schedule-based
Manual Time Control (Runback)	Yes	Time Delay Switches / Runback Timers	Class I	0%	Push-button duration control (user initiated)
Temperature Control (On / Off)	Yes	Thermostatic control via sensors (incl. black bulb)	Class II	2%	On/off control based on measured condition
Modulating Control	Yes	Dimmer Controllers (2kW, 3.5kW, 6.5kW)	Class IV	2%	Variable output control (not just switching)
Adaptive / Smart Control (Including Zone Control)	Yes	Smart Controller System (PID, occupancy, radiant sensing), multi-zoned control via Smart Controller System and RF receivers	Class V–VIII	+3–5%	PID-based modulating control with optional multi-zone capability and occupancy sensing along with independent control of heater groups/zones

Table 1.1 - Information Requirements for Commercial Local Space Heaters
Commission Regulation (EU) 2015/1188

Disposal and recycling

	When the product reaches the end of its useful life, the person in charge of dismantling or disposing of the product shall do so in accordance with Waste Electrical and Electronic Equipment (WEEE) Regulations. Follow the rules in force for the relevant country. Dispose of equipment at applicable recycling facilities for electrical and electronic equipment waste. Components such as casings, reflectors, grilles and hanging brackets are metal and can be recycled accordingly. By disposing of this equipment through appropriate means, it will help prevent potential hazards to the environment and to human health, which could otherwise be caused by unsuitable waste handling. Recycling material from this product will help reduce environmental impact. Do not dispose old electrical and electronic equipment through household waste collection.
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Guarantee

This product carries a full 24 month warranty from original date of purchase when used in accordance with these instructions. This excludes lamp emitter* when used in a commercial application which then carry a 30 day warranty from original date of purchase. This is subject to the heater being installed correctly. Should you be in any way uncertain, please call Reznor. Please quote the serial number, model number, rating and date/place of purchase. Should your product be faulty, please contact Reznor in the first instance.

Always retain your receipt as proof of purchase.

*(excludes breakages)

Revision History				
Revision	Date	Author	Summary	Approved
0	13/04/2018	CBB	Creation of Document	-
1	29/04/2026	KH	Updated technical data, included ERP data and disposal instructions	R Walsh
2	30/06/2026	KN	Updated technical data	R Walsh
3				

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